

CREDIT CARD SETUP QUESTIONNAIRE

Credit Union Information

CU Name: _____

Date scheduled for conversion: _____
As assigned by CC Vendor

CU Contact Person: _____

CU Phone Number & Extension: _____

CU Contact Email: _____

Credit Card Processor Information

Credit Card Processor: _____

CC Contact Person: _____

CC Contact's Phone & Extension: _____

CC Contact Email: _____

CC Address: _____

Linked to Loan Category _____

Number of Products: _____

Do you purchase your PLASTIC from this provider? Yes No
If Yes, provide Card Stock Number

Card Stock Number: _____

Institution ID: _____

Security Code: _____

Score Card: Yes No

Card Verification based on: Account Base (B) SSN (S)

Number of months before card expires: _____

New Card Defaults:

Card Activation Code: _____

Issue Action Code: _____

Additional/Replacement Card Defaults:

Card Activation Code: _____

Issue Action Code: _____

Number of significant digits to be displayed:

(0-16 maybe displayed, CU to determine)

On CU*BASE screens: _____

Printed on CC Statement: _____

Do you handle your own CC back office processes, i.e. charge backs, disputes?

Yes **No**

If No, provide name of Servicer: _____

Service Provider Contact: _____

Service Provider Contact's Phone & Extension: _____

Service Provider Contact Email: _____

Service Provider Address: _____

CU Product Offerings Information

Product Name: _____

Card Type: (check all that apply)

VISA **MASTERCARD** **Business** **Individual**

BIN Number: _____

Do you own this BIN? **Yes** **No**

Card Starting # _____

Loan Category to be attached to: _____

Loan Suffix Range: _____ **to** _____

Interest Rate Range: _____ **to** _____

Maximum Loan amount allowed: _____

Do you plan to charge an annual fee? **Yes** **No**

If Yes, when should it be applied to card? _____

Amount or % to be charged: _____

Do you plan to charge an overlimit fee? **Yes** **No**

Amount or % to be charged: _____

Will Non-Tolerance limit be in effect for overlimit fee? **Yes** **No**

If Yes, what amount: _____

What charge types do you plan to use with this product:

(System will automatically require a PU charge type)

PU Purchase: _____

Fixed Rate: _____

Variable Rate: _____

Introductory Rate: _____ **Term:** _____

Use Grace Period on this charge type? **Yes** **No**

Forgive Finance charges for zero balance loans? **Yes** **No**

Linked to Loan Category _____

Will Transactional Finance Charge apply to PU transactions? Yes No

If Yes, % of transaction amount: _____

Minimum: _____ **Maximum:** _____

Transaction Description: _____
(Limited to 20 Characters)

- CA Cash Advance**
- Fixed Rate:** _____
- Variable Rate:** _____
- Introductory Rate:** _____ **Term:** _____

Use Grace Period on this charge type? Yes No

Forgive Finance charges for zero balance loans? Yes No

Will Transactional Finance Charge apply to CA transactions? Yes No

If Yes, % of transaction amount: _____

Minimum: _____ **Maximum:** _____

Transaction Description: _____
(Limited to 20 Characters)

Linked to Loan Category _____

- BT Balance Transfer**
- Fixed Rate:** _____
- Variable Rate:** _____
- Introductory Rate:** _____ **Term:** _____

Use Grace Period on this charge type? Yes No

Forgive Finance charges for zero balance loans? Yes No

Will Transactional Finance Charge apply to BT transactions? Yes No

If Yes, % of transaction amount: _____

Minimum: _____ **Maximum:** _____

Transaction Description: _____
(Limited to 20 Characters)

At Category Level

If using Transaction charges, apply to:

- All Activity
- Switched Activity Only

Should new payment amount be rounded up to whole dollar? Yes No

New payment calculated on _____% Minimum Payment _____

Add Overline to Payment amount due? Yes No

Payment Application Matrix

Payment Priority (Rank 1-3):

Rate Priority (Pay first):

CA (Cash Advance) _____

_____ (H)ighest/(L)owest

BT (Balance Transfer) _____

_____ (H)ighest/(L)owest

PU (Purchase) _____

_____ (H)ighest/(L)owest

Linked to Loan Category _____

Rates

Change to Penalty Rate if past due? Yes No

Activate after _____ consecutive days delinquent

Change to Penalty Rate if Overline? Yes No

Activate after _____ consecutive days overline

Allow auto rate change back to 999 chg type rate? Yes No

If Yes, number of cycles in good standing before resuming this rate _____
(99 = NEVER RESUME)

Use review date for disbursements? Yes No

Allow Teller Disbursements? Yes No

Warn Teller if different Payment Amount? Yes No

Include Delinquent Fine in Partial Payment? Yes No

Allow Payment Protection (Insurance)? Yes No

Is Card Tied to Home Equity Product: Yes No

Is 1098 Form Needed: Yes No

Linked to Loan Category _____

ARU/PC Homebanking

Allow to Access through ARU/PC Homebanking? Yes No

Allow disbursements? Yes No

If Yes, Minimum Amt: _____ Maximum Amt: _____

Allow payments? Yes No

Linked to Loan Category _____

What programs do you currently run with this product:

_____ Cash back (rebate program)

_____ Rewards program

_____ Convenience Checks

_____ Introductory Rates

_____ Risk Based Rates

G/L Accounts:

Loan Category _____

Finance Charges Earned _____

Clearing /Settlement (For Posting) _____

Suspense (For Posting) _____

Delinquent Fine _____

Annual Fee _____

Overlimit Fee _____

Transactional Finance Charge G/L's:

(i.e. Cash Advance fee, Balance Transfer fee)

CA Charge Type _____

PU Charge Type _____

BT Charge Type _____

Copy these pages for each additional product you will be offering. At the top of each page, make sure to indicate the loan category/card to which the information applies.